

Facilitator **CHIPs**



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

Summer 2003

Facilitation Services Available:

- ♦ Process Improvement
- ♦ Team Building
- ♦ Change Management
- ♦ Strategic Planning
- ♦ Customer Focus and Assessment
- ♦ Baldrige Quality Award Criteria for Performance Excellence
- ♦ Valuing Differences
- ♦ Problem Solving, Decision Making, and Consensus Building Tools
- ♦ 360° Feedback Instruments
- ♦ Problem Identification and Clarity
- ♦ Reengineering
- ♦ Integrated Organizational Renewal
- ♦ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

[Butch Brant](#) (865) 576-4087
or
[Donna Riggs](#) (865) 576-0063

Visit the [Facilitator Program Web Page](#)
www.oakridge.doe.gov/fac

CHIPs on Parade

It's hard to believe that the first issue of the *Facilitator Constructive, Helpful, and Informative Practices*, affectionately known as the *Tator CHIPs*, debuted four years ago in July 1999. To refresh your memory or to introduce you to subjects that you may have missed, we present the following listing of topics covered by the *Tator CHIPs* to date and still available on our website (see sidebar for URL):

- Successful Meetings: Not Just Wishful Thinking! July 1999
- Meetings: Planning for Success August 1999
- Running Meetings So They Don't Run from You September 1999
- The Meeting May Be Over But You're Not Done Yet! October 1999
- Listen and Learn! November 1999
- I Know You Hear Me, but Are You Listening? December 1999
- Is Your Phone Etiquette Adequate? January 2000
- Baldrige Basics: Achieving Performance Excellence February 2000
- Baldrige Basics: Core Values and Concepts March 2000
- Positivity – Abundant Living & Working by Choosing a Positive Approach Parts I and II April - May 2000
- Baldrige Basics: Performance Excellence June 2000
- Principles of Change Management July 2000
- Balance In Your Life August 2000
- Tools for Increasing Communication Effectiveness September 2000
- SMART Goals October 2000
- Finding Fulfillment at Work Expressing Your Values on the Job November 2000
- Beat Stress Before it BEATS You! December 2000
- Baldrige Basics: Human Resource Focus January 2001
- How to Handle Conflict February 2001
- Baldrige Basics: Process Management March 2001
- Spring Cleaning: Controlling the Clutter April 2001
- Baldrige Basics: Results May 2001
- We're From This Town, and You're NOT! Recognize and Value the Difference June 2001
- The 21 Irrefutable Laws of Leadership Parts I - IV July - October 2001
- Don't Just Jump Into Improvement Solutions Winter 2002
- Change is the Constant Spring 2002
- Humor in the Workplace Summer 2002
- Accomplishing Your Goals at Work and Home Fall 2002
- Increasing Communication Effectiveness Winter 2003
- Emotional Intelligence (EI) Spring 2003

Please visit our website www.oakridge.doe.gov/fac to read any of these past issues of *Tator CHIPs* for the first time or as a refresher. Remember, each time you read something is an opportunity to find a new way to apply it to your life.

The ORO Facilitator program is available to assist your team or work group with organizational development needs, including dealing with and implementing changes (see sidebar).